



THE POWER OF BEING **PREPARED.**

Medical Baseline Program, Emergency Preparedness, 211, and Other Utility Support and Resources

IHSS 1st Quarter Meeting with PG&E, SDG&E, SCE, and SoCalGas

March 22 & 23, 2022

Agenda

- **Welcome:** Rick Yrigoyen, CDSS
- **Introductions:**
 - Jennifer Ocampo, Senior Advisor, Access and Functional Needs, PSPS Customer Experience, SCE
- **Presentations:**
 - Zeynep Ozfatura Gundogdu, MBL Product Manager, PG&E
 - Deirdre Walke, ADA Coordinator, PG&E
 - Christina Rathbun, AFN Project Manager, SDG&E
- **Q & A**



Safety Message: Disaster Preparedness

DISASTER PREPAREDNESS

Easy + Free Steps to Get Ready



CALIFORNIA
FireSafe
COUNCIL



GET ALERTS
to know what to do



**TEXT LISTOSCA TO
72345** to get disaster
preparedness tips



PACK A GO BAG
with things you need



BUILD A STAY BOX
for when you can't
leave



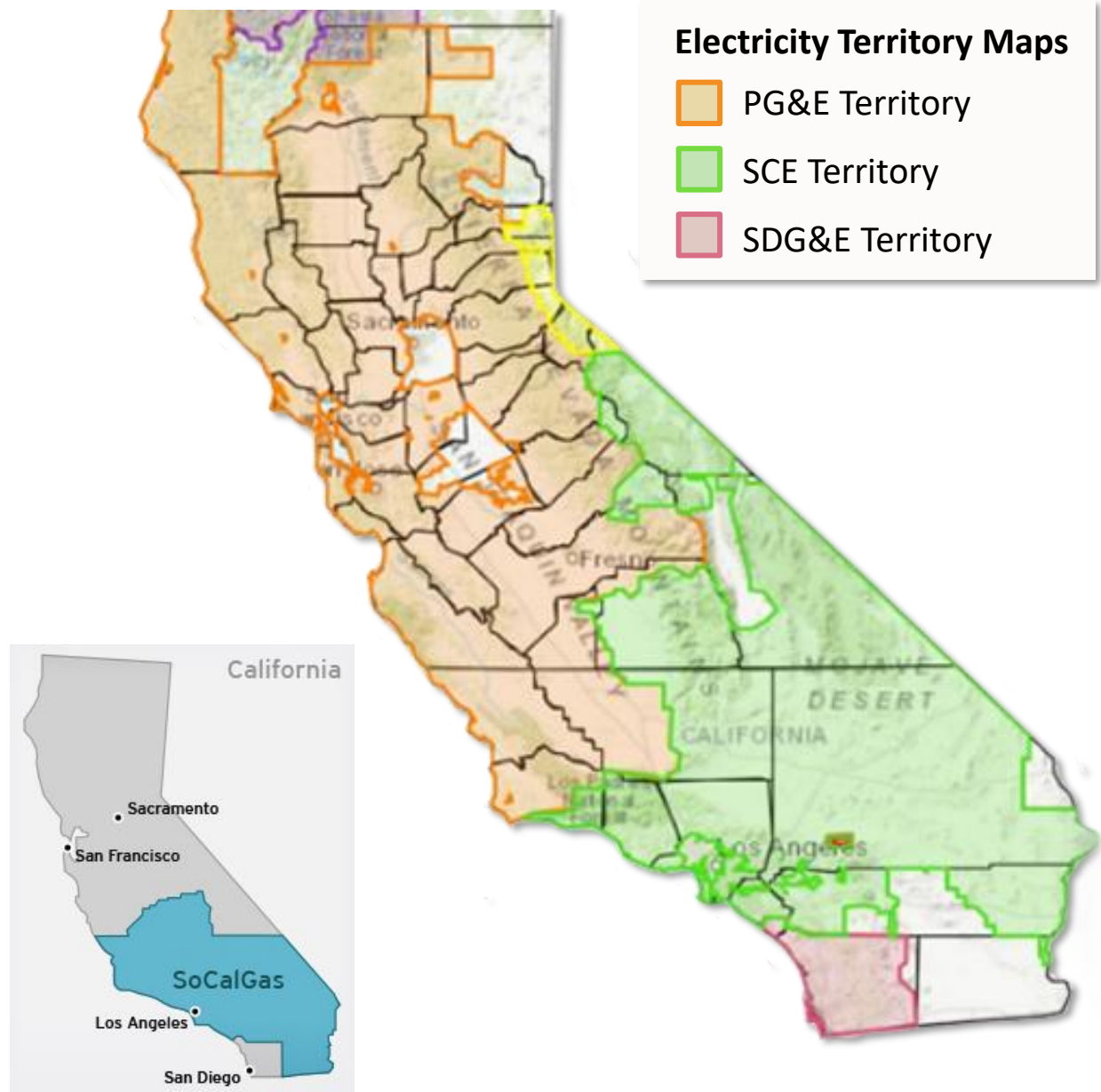
HELP FRIENDS
and neighbors get ready



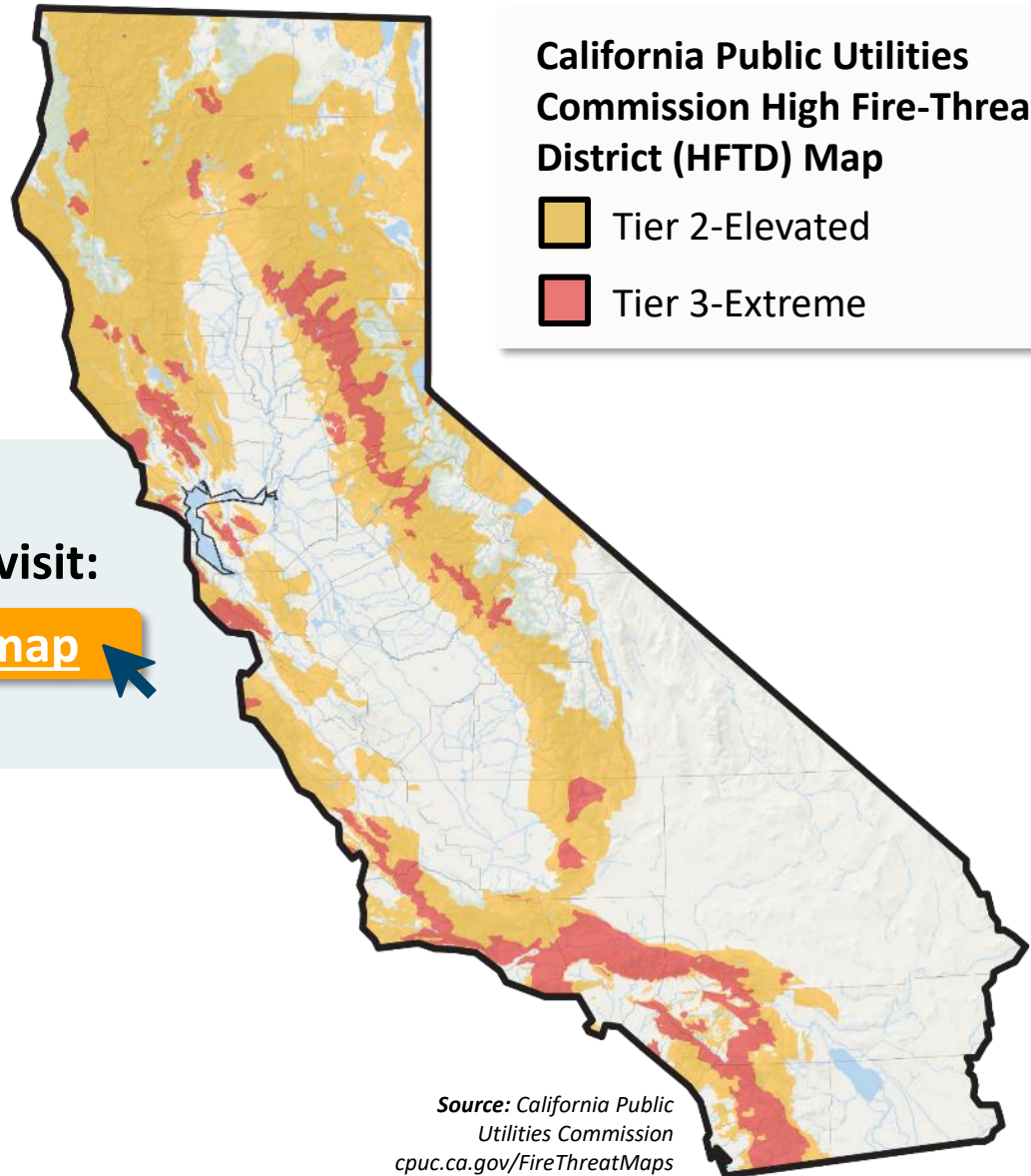
MAKE A PLAN
to protect your people

Utility Territories

- ✓ **PG&E and SCE** both serve customers in Fresno, Kern, and Santa Barbara Counties
- ✓ **SCE and SDG&E** both serve customers in Orange County
- ✓ **SDG&E** serves customers in the San Diego region as well some in southern Orange County
- ✓ **SoCalGas** provides gas service in SCE territory and beyond



CPUC High-Fire Threat District Map



For an interactive CPUC Map, visit:

<https://ia.cpuc.ca.gov/firemap>

PSPS Joint IOU Website

PrepareForPowerDown.com Joint Investor Owned Utilities (IOU) PSPS website

There is Power in Being Prepared

During extreme weather or wildfire conditions, the local energy company may proactively turn off power for public safety.

Preparing for a PSPS

Power can be off for multiple days and can be especially difficult on individuals that require power for health, safety and independence. Take advantage of the programs and resources that the local energy companies provide.

Pacific Gas and Electric Company	SOUTHERN CALIFORNIA EDISON	SDGE
Power Outage Alerts	Power Outage Alerts	Power Outage Alerts
Medical Baseline Program	Medical Baseline Program	Medical Baseline Program
Backup Power Solutions	Backup Power Solutions	Backup Power Solutions
Planning Tips	Planning Tips	Planning Tips

If you need additional assistance signing up for programs and resources, call 211 or text "PSPS" to 211211 (for PG&E and SCE customers). **2-1-1**

During a PSPS

Stay informed and know where to go to get local resources to minimize the disruption if your power is off.

Pacific Gas and Electric Company	SOUTHERN CALIFORNIA EDISON	SDGE
Power Outage Maps	Power Outage Maps	Power Outage Maps
Community Resource Centers	Community Resource Centers	Community Resource Centers

If you need additional assistance signing up for programs and resources, call 211 or text "PSPS" to 211211 (for PG&E and SCE customers). **2-1-1**

Links to important resources to help prepare before and during a Public Safety Power Shutoff (PSPS) and a support center for community-based organizations to access.

Resource hub with links to:

- IOU specific programs and resources
- Centralized location for communication tools
- Utility territory maps and contacts

Community-Based Organizations Support Center

Centralized tools to help community organizations quickly access resources and keep clients healthy and safe.

Pacific Gas and Electric Company	SOUTHERN CALIFORNIA EDISON	SDGE	PUBLIC SAFETY
Downloadable Communication	Downloadable Communication	Downloadable Communication	Downloadable Communication
Training Materials	Training Materials	Training Materials	Training Materials
Communications Toolkit	Communications Toolkit	Communications Toolkit	High Fire-Threat Area Map
High Fire-Threat Area Map	High Fire-Threat Area Map	High Fire-Threat Area Map	
Utility Contact Information	Utility Contact Information	Utility Contact Information	

If you need additional assistance signing up for programs and resources, call 211 or text "PSPS" to 211211 (for PG&E and SCE customers). **2-1-1**



THE POWER OF BEING PREPARED.

Medical Baseline Program (MBL)



Zeynep Ozfatura Gundogdu
MBL Product Manager

Medical Baseline (MBL) Program



The Medical Baseline (MBL) Program is an assistance program **for residential customers who have extra energy needs due to qualifying conditions.**



The MBL Program is **NOT an income eligibility program.**



Customers enrolled in the MBL program receive an **additional allotment of electricity and/or gas every month at the lowest price available on their rate.**



Patients must be a **full-time resident in the home.**



Enrollment in the MBL program lets the utility know that someone in the home relies on medical equipment and **may be vulnerable during power outages.**



MBL: Benefits

1. Additional monthly allotment of energy

In the MBL program, customers on **tiered rates (i.e. E1,E6, ETOUC)** receive additional

- 16.5 kilowatt-hours (kwh) of electricity/day and/or
- 0.822 therms of gas/day

at their baseline (lowest) price depending on their energy needs as verified by a medical practitioner during their MBL certification.

Note: Customers on **non-tiered rates (i.e. ETOUD)** and **electric vehicle rates (i.e. EV2, EV2A)** do not receive an additional monthly allotment of energy because these rates do not have a Baseline Allowance. However, depending on when and how much energy they use, one of these rates may still save them more annually.

It is important to note that approval of the MBL program application requires customers to continue paying their monthly utility bill. Non-payment can still result in the disconnection of their utility services.*

Master Meter (i.e. Mobile Home Park) owners are responsible for passing over the financial benefit to their MBL residents.

2. Extra notifications in advance of a Public Safety Power Shutoff (PSPS)

In the interest of safety, utilities may need to turn off power to communities served by electric lines that are in or traverse through high fire-threat areas during severe weather. This is called a Public Safety Power Shutoff (PSPS).

Severe weather threats can change quickly. Our goal, dependent on weather, is to send customer alerts prior to shutting off power. We will do so through **automated calls, texts and emails**. Notifications are sent by phone, text and email, based on customers' contact preferences when they enrolled to receive alerts and notifications.

MBL customers will receive extra notifications as part of this outreach, which may include **additional phone calls or a door-bell ring** to ensure they're aware and can prepare to stay safe.

It is important that MBL customers **acknowledge receipt of a notification by answering the phone and speaking or replying to the text message**.

*As of March 2022, all residential customers who are at risk of being disconnected are being enrolled in the California Arrearage Payment Program (CAPP). Disconnections will resume at a later date.

MBL: Eligibility

- **The following are a few examples of qualifying conditions or devices that meet eligibility for the program.** A complete list can be found on the utility's dedicated websites.
- We encourage customers to NOT disqualify themselves if they do not see their medical condition or device listed on the utility's websites.
- We recognize that new devices and technologies are being introduced regularly and we evaluate every application and condition/device, for eligibility.

Examples of Qualifying Medical Conditions

- Paraplegic, hemiplegic or quadriplegic condition
- Multiple sclerosis with additional heating and/or cooling needs
- Scleroderma with additional heating needs
- Life-threatening illness or compromised immune system, and additional heating and/or cooling are needed to sustain life or prevent medical deterioration
- Asthma and/or sleep apnea

Examples of Qualifying Medical Devices

- Motorized wheelchair/scooter
- CPAP or other breathing machines
- Respirator (all types)
- Hemodialysis machine

Note: Qualifying medical devices include any medical device used to sustain life and require additional energy. Devices are for home-use only. Devices used for therapy generally do not qualify.

MBL: Enrollment



- Pacific Gas & Electric (PG&E), San Diego Gas & Electric (SDG&E), Southern California Edison (SCE) and So Cal Gas make applying for the Medical Baseline Program as convenient as possible by providing the following options to their customers:
 1. Applying online on the dedicated Medical Baseline websites, or
 2. Printing an application from the utilities' webpages and mail it in, or
 3. Calling the utility Customer Service numbers to request an application be mailed
- Caretakers, family members or agents providing support to qualifying individuals can also assist their clients in applying for the program.
- MBL enrollment requires the MBL application form to be completed and signed by a Qualified Medical Practitioner*.
- MBL Application forms are processed within 7-30 days of receipt. Customers would start seeing additional MBL energy allotments on their energy statements within 1-2 billing cycles.

* A qualified medical practitioner is a licensed physician, nurse practitioner, physician assistant or person licensed pursuant to the Osteopathic Initiative Act

MBL: Recertification & Self-Certification

- While certifying their patient for MBL Program the medical practitioner must indicate whether the patient has a **permanent condition**, or if not, the **approximate duration of medical condition**

☐ No. of Years _____ or ☐ Permanently

- This determines how often the customer will need to re-certify for continued eligibility

Non-Permanent Medical Conditions

Every year

The customer must self-certify for continued eligibility

Every two years

The customer must recertify, meaning they need to reapply and obtain a qualified medical practitioner's certification

Permanent Medical Conditions

Every two years

The customer must self-certify for continued eligibility

Evergreen Medical Baseline Email

Joint IOU Medical Baseline email developed for State and local agencies to share with their clients

- **Approved Evergreen content**
- **Available in 11 languages**
 - English
 - Spanish
 - Traditional Chinese
 - Simple Chinese
 - Korean
 - Tagalog
 - Hmong
 - Farsi
 - Arabic
 - Armenian
 - Vietnamese
- **WCAG compliant**
- **Link to the Joint IOU Dropbox**
- Emails are also posted to prepareforpowerdown.com



MBL: More Information



Visit PG&E MBL webpage to learn more about the program and access application forms:

pge.com/medicalbaseline

- **Apply online.** Upon form submission, you will receive an email with a confirmation number and instructions for your medical practitioner.
- Ask your medical provider to complete their portion of the application and share with them the instructions and your confirmation number in the email you received.

Or

- Download and complete Part 1 of the application form.
- Ask your medical provider to complete Part 2 of the application.
- Send in the completed application form:

Mail: PG&E Credit and Records Center Medical Baseline

P.O. Box 8329
Stockton, CA
95208



Visit SDG&E MBL webpage to learn more about the program and access application forms:

sdge.com/medical

- Download and complete Part 1 of the application form.
- Ask your medical provider to complete Part 2 of the application.
- Send in the completed application form:

Mail: SDG&E
Medical Baseline Allowance Program Manager

P.O. Box 129831
San Diego, CA
92112-9831

Email:
medicalbaseline@sdge.com



Visit SCE MBL webpage to learn more about the program and access application forms:

sce.com/medicalbaseline

- **Apply online** and provide the email of your medical provider. Your medical provider will receive an email requesting their signature. Please alert them that they will be receiving an email from SCE.

Or

- Download and complete Part 1 of the application form.
- Ask your medical provider to complete Part 2 of the application.
- Send in the completed application form:

Mail: SCE Medical Baseline Department

P.O. Box 9527
Azusa, CA 91702



Visit SoCalGas MBL webpage to learn more about the program and access application forms:

socalgas.com/medical

- Download and complete Part 1 of the application form.
- Ask your medical provider to complete Part 2 of the application.
- Send in the completed application form:

Mail: SoCalGas
Medical Baseline Allowance Program
M. L. GT19A1
P.O. Box 513249
Los Angeles, CA
90051-1249

Fax: 213-244-4665
Email: MedicalBaselineProgram@socalgas.com



THE POWER OF BEING **PREPARED.**

PSPS Planning and Preparedness



Deirdre Walke, ADA Coordinator, PG&E
Christina Rathbun, AFN Project Manager, SDG&E

What is a Public Safety Power Shutoff?

It is critically important for customers who rely on electric or battery-dependent medical technologies to have a plan in place for an extended power outage.

High winds and dangerous conditions can cause branches and debris to contact energized power lines.

This could damage our equipment and cause a wildfire.

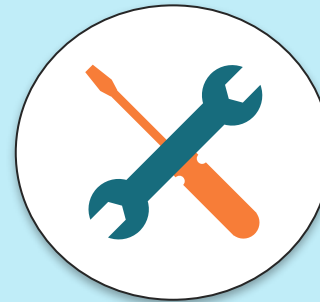


To prevent such fires, we may need to turn off power.

This is called a **Public Safety Power Shutoff (PSPS)**.



Once severe weather has passed, we will inspect the system and repair any damage.



Once inspections and any repairs are complete, power is restored.



Animated videos on how IOUs make PSPS decision.

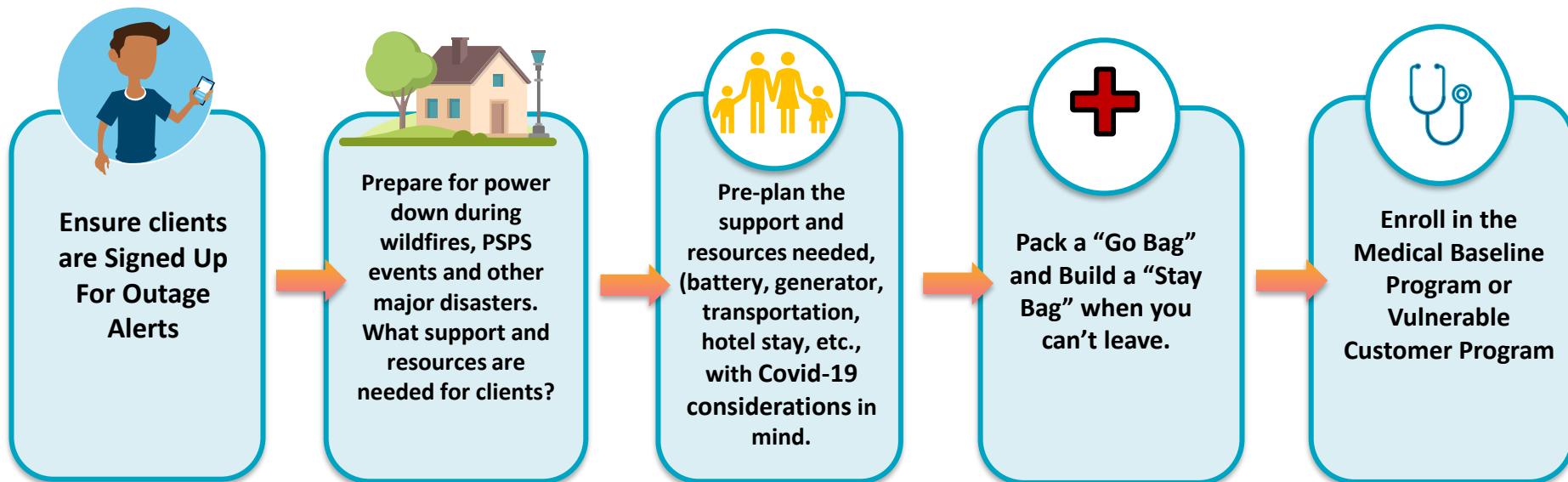
[PG&E What is a Public Safety Power Shutoff?](#)

[SCE PSPS Decision Making](#)

[SDG&E PSPS Restoration Process](#)

Emergency Preparedness and Planning

Collaborating with IHSS to support clients and their families be prepared and stay safe during this wildfire season, PSPS events, and other major disasters.



Alerts



www.pge.com/addressalerts



www.sce.com/wildfire/psps-alerts



www.sdge.com/alerts-sdge

Preparedness

[PG&E Emergency Preparedness](#)

[SCE Emergency Preparedness](#)

[SDG&E Preparedness Checklist](#)

Back-up Power Programs

Overview of the back-up power programs provided by each IOU. Programs vary based on the needs of the territory.



- **DDAR Centers** to provide qualifying customers who use electric medical devices with access to portable batteries (CFILC)
- **Portable Battery Program (PBP)** distributed through LIHEAP providers to low-income medical baseline customers in HFTD or who experienced 2 or more events
- **\$300 -700 rebate** for portable generators for water pumping dependent customers in HFTDs
- **Additional \$200 rebate** for CARE/FERA enrolled HFTDs customers for portable generators for water
- Statewide **Self-Generation Incentive Program (SGIP)**

www.pge.com/backupper



- **Critical Care Battery Back-up (CCBB)** program provides to eligible customers right-sized, fully subsidized back-up battery with a solar panel for charging and a 3-year warranty. Available to customers in HFTDs and enrolled in Medical Baseline and CARE/FERA.
- **\$75 rebate** for portable batteries for customers in HFTDs to power devices and appliances
- **\$200 rebate** for portable generators for customers in HFTDs
- **\$500 rebate** for portable generators for customers in HFTDs and enrolled in CARE/FERA or Medical Baseline
- Statewide **Self-Generation Incentive Program (SGIP)**

marketplace.sce.com








- **Generator Grant Program (GGP)** offers no-cost back-up battery with solar panel charging accessory to qualifying MBL/AFN customers in HFTD
- Expanded the program to many individuals with AFN beyond MBL
- Increased tribal coordination in 2021 and 2022 w/ Indian Health Council partners (reserved units)
- **Emergency back-up generator** program available for critical medical situations during PSPS
- **Generator Assistance Program (GAP)** provides rebates of **\$300+** on fuel generators & **\$75** rebates for portable batteries to customers in the HFTD who have been impacted by PSPS
- Statewide **Self-Generation Incentive Program (SGIP)**

sdge.com/genrebate

211 Partnership – PG&E, SCE, SDG&E and SoCalGas

Partnering with the California Network of 211 to provide individuals with Access and Functional Needs (AFN) a single source of information and connection to available resources in their communities.

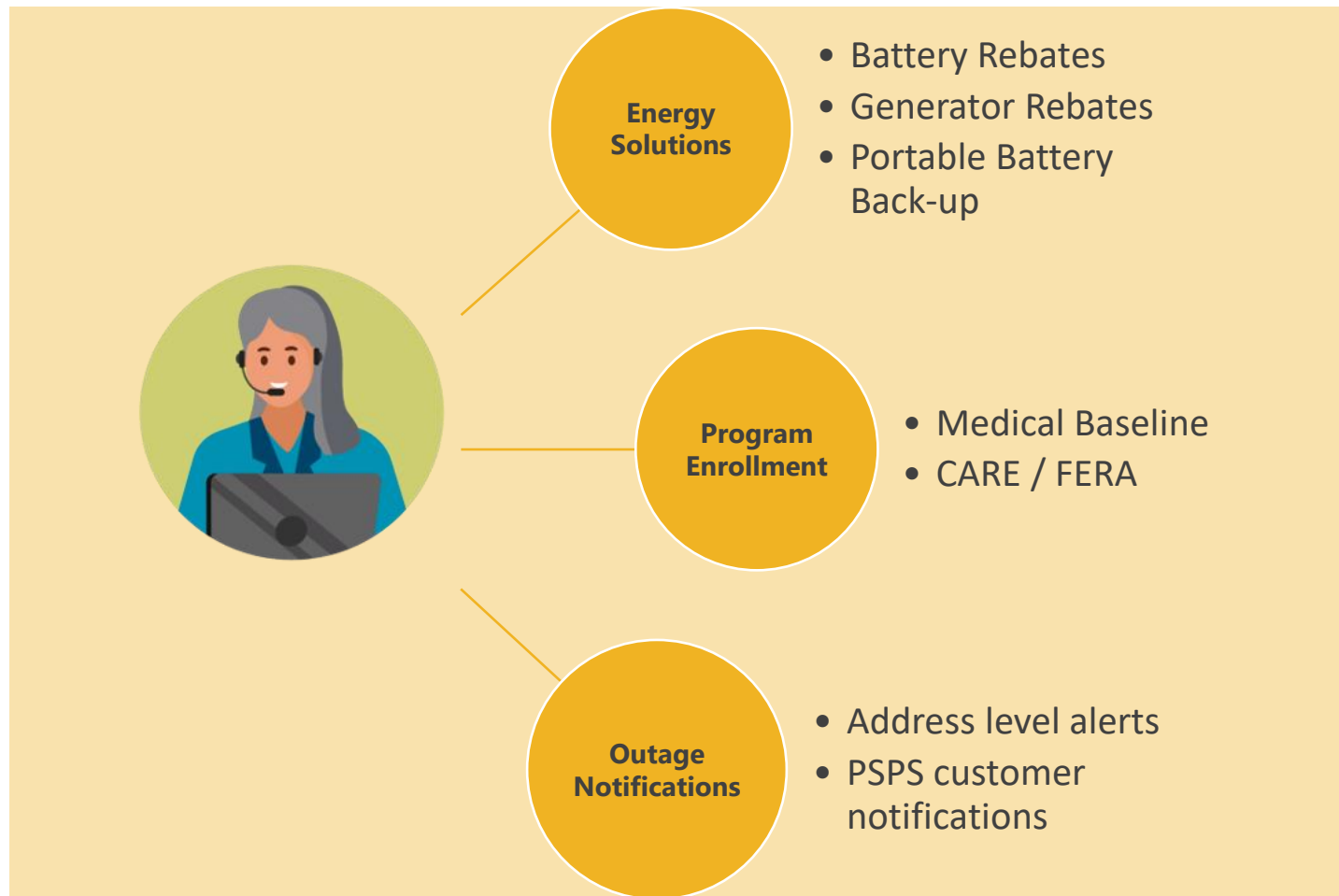
	PSPS education and connection to local community – based organizations for assistance	
	PSPS resource services include transportation, lodging, and food support	
	24/7 connection point for all AFN households before, during, and after a PSPS	
	Up to 200 additional languages available through tele-interpretation services	

Call 211 for support during a PSPS



Helping Customers with Preparedness Planning

The IOUs also partner with 211 for year-round care coordination to help individuals with AFN develop an emergency plan and enroll in eligible customer assistance programs.



Planning and Preparedness

Each IOU has a dedicated webpage with programs, services, and resources for people with disabilities and aging populations.



Committed to Accessibility

SDG&E is committed to making sure that everyone is offered equal opportunity to access our information, resources, and services. sdge.com/afn

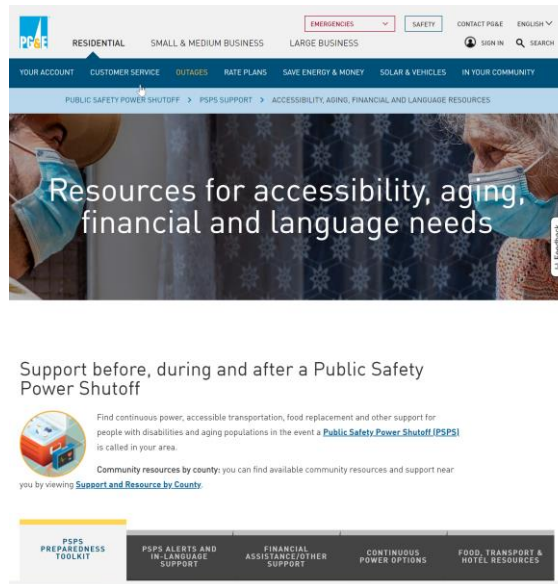


Tell us about yourself so we can better serve you

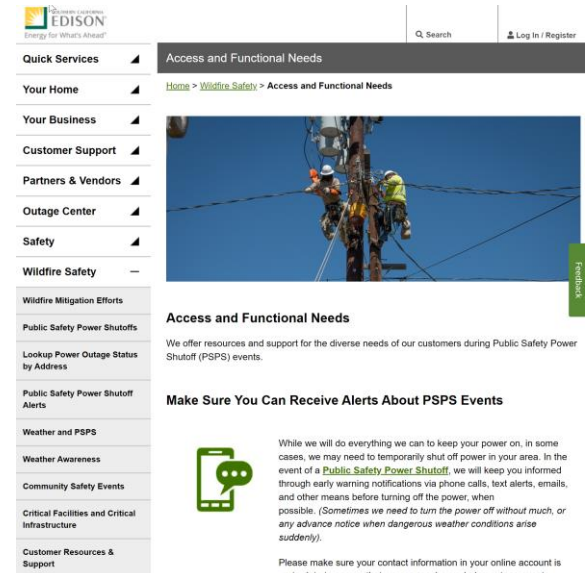
Access and Functional Needs Self ID Form:
<https://www.sdge.com/access-and-functional-needs-survey>

We're here to help!
We can also be reached at
AFNSupport@sdge.com.

22



pge.com/pspresources



sce.com/afn

IOU Contacts and Important Links



Laptop or Computer.

www.pge.com/outages

For current outage locations and estimated restoration times.

www.pge.com/wildfiresafety

Learn more about reducing wildfire risk and keeping the power on.

www.pge.com/addressalerts

Receive email, text, and/or phone call notifications.

Contact:

Deirdre Walke

PG&E ADA Coordinator

(530) 306-4741

deirdre.walke@pge.com

General contact information:

1 (800) 743-5000



Laptop or Computer.

www.sce.com/outage-center/check-outage-status

For current outage locations and estimated restoration times.

www.sce.com/wildfire/psps

For PSPS blog/relevant information.

www.sce.com/wildfire/psps-alerts

Receive email, text, and/or phone call notifications.

Contact:

Jennifer Ocampo

SCE Senior Advisor, Access and Functional Needs, PSPS Customer Experience

(626) 302-4494

Jennifer.Ocampo@sce.com

General contact information:

1 (800) 655-4555



Mobile Phone.

SDGE Alerts App.

Laptop or Computer.

www.sdge.com/outages

For current outage locations and estimated restoration times.

www.sdge.com/psps

For PSPS blog/relevant information.

www.sdge.com/alerts-sdge

Receive email, text, and/or phone call notifications.

Contact:

Christina Rathbun

SDG&E AFN Project Manager

(619) 676-8009

CRathbun@sdge.com

General contact information:

800-411-SDGE (7343)



THE POWER OF BEING **PREPARED.**

Questions?

Virtual Training Session: Public Safety Power Shutoff Events

- March 22, 10 am to 11 am
- March 23, 2 pm to 3 pm

IHSS Program County Office, Public Authority employees, and WPCS program staff were invited to attend virtual 'Public Safety Power Shutoff (PSPS) Events' training sessions offered on March 22nd and March 23rd. During these two sessions, our topic will focus upon how Californian's can better prepare for PSPS including customer alerts, emergency preparedness and customer care programs---all of which can minimize impact due to PSPS events.

Information was provided by employees from California's major electrical utility companies, Pacific Gas & Electric (PG&E), Southern California Edison (SCE), and San Diego Gas and Electric (SDGE).

The Q&A from both sessions is provided on the following slides.

Q&A From March 22, 2022

Q&A from the March 22nd 10 am – 11 am session

Question 1: Can we get a copy of the slide deck?

Response 1: We plan to post a copy of the slide deck at the www.prepareforpowerdown.com website. The slide deck will be available in the *Community Based Organization Support Center* section of the website in the *Training Materials* section. Prior to posting the slide deck, we will update the slide deck with the Q&A from the March 22 and March 23 meetings. We plan to post the slide deck the afternoon of March 23.

Question 2: Can 211 help people by providing transportation to their family member's house?

Response 2: During a PSPS, a person who has energy dependent needs can call 211 and 211 will assess the need and may be able to offer transportation assistance, such as driving to a family member location or to a hotel.

Question 3: Is this transportation free? Will the program pay for the hotel stay? What if the client has no family member to stay with?

Response 3: 211 will make an assessment to determine if cost can be covered by the 211 program. Some funding is available. Payment is based upon need. In addition, 211 has contracts with the Salvation Army. 211 can connect client with local Salvation Army to discuss hotel logistics. All 3 utilities have rural areas in their service area. Knowing about a transportation need in advance can be helpful to the Utility to know about potential transportation needs during a PSPS event.

Question 4: If a client wants to find out how to get a discount, what is the first step?

Response 4: Identify who their energy provider is. Reach out to the utility's contact center. Request a copy of the MBL application. In addition, 211 can help a client with the enrollment if needed.

Question 5: If a client signs up for PSPS alerts, will they get notified when power is turned back on?

Response 5: Yes, a client who has signed up for PSPS alerts is notified when power is back on.

Q&A From March 22, 2022 (continued)

Question 6: For the MBL renewal process, is the client notified when it is time to renew?

Response 6: The client will get a reminder letter prior to the expiration date. The customer is given plenty of time to submit the renewal request.

Question 7: Is there assistance for generators?

Response 7: Yes. Please see slide 18 – Back-Up Power Programs

Question 8: Will the utility get an alert when the customer is placed in a convalescent home or dies?

Response 8: That depends on the situation. The utility is notified when the utility service account holder in the MBL program is placed in a Convalescent Home or has died. When a household member is in the MBL program, not the utility service account holder, is placed in a convalescent home or has passed away, the utility relies upon a family member to notify the utility of the change in condition.

Question 9: Is 211 fully ramped up in all counties?

Response 9: SDGE has had a longstanding contract with 211. SCE and PG&E have recently launched a contract with 211 to provide both active response during a PSPS as well as preparedness activities known as Care Coordination when they are doing active response. 211 is live however they are working to staffing up and training teams to provide consistent service across the counties.

Question 10: Does Edison provide back-up battery generation.

Response 10: Yes, see Slide 18. Edison does provide back-up power programs including the Critical Care Battery Back-up (CCBB) program provides to eligible customers right-sized, fully subsidized back-up battery with a solar panel for charging and a 3-year warranty. Available to customers in HFTDs and enrolled in Medical Baseline and CARE/ FERA. They also have other rebate programs for customers that do not qualify for the CCBB.

Q&A From March 22, 2022 (continued)

Question 11: Is there any info about Low Income Home Energy Assistance Program (LIHEAP)? I'm curious how they are connected to the utilities.

Response 11: Low Income Home Energy Assistance Program (LIHEAP). Funded by the U.S. Department of Health and Human Services, Administration for Children and Families, and Office of Community Services, LIHEAP offers a one-time payment to help pay heating and cooling bills. In an emergency or energy crisis such as a utility disconnection, LIHEAP helps avoid service interruption. Program eligibility varies based on income, household size, place of residence, and other factors.

Late 2021, Congress appropriated an additional \$203 million for LIHEAP in California under the American Rescue Plan Act of 2021 (Public Law 117-2) to provide “additional relief to address the continued impact of COVID-19 (i.e., coronavirus disease 2019) on the economy, public health, state and local governments, individuals, and businesses.”

This supplemental funding has been distributed to California's network of 41 LIHEAP local service providers to augment existing LIHEAP services, with a focus on financial assistance to reduce energy bills and arrearages for low-income households. Below are the links to the utilities LIHEAP information on their respective websites.

PGE: https://www.pge.com/en_US/residential/save-energy-money/help-paying-your-bill/energy-reduction-and-weatherization/liheap/liheap.page?WT.mc_id=Vanity_liheap

SCE: <https://www.sce.com/residential/assistance/energy-saving-program>

SDG&E

<https://www.sdge.com/residential/pay-bill/get-payment-bill-assistance/bill-payment-options-temporary-financial-help/low-income-federal-financial-aid-qualifying-customers>

Q&A From March 22, 2022 (continued)

Question 12: Does Edison notify in person if the person didn't respond to phone call?

Response 12: Yes. A Field Representative will travel to the customer's home. If unable to speak with a person at the customer's home, the Field Representative will leave a "door-hanger" message at the door.

Question 13: Is MBL only for low-income person?

Response 13: No, MBL is not only for low-income person. There is no income question on the MBL application.

Question 14: How about those who have solar?

Response 14: Can enroll in MBL and receive safety notifications. Customers who have solar, can be eligible for the battery back-up program. However, the customer may not receive all financial benefits.

Q&A From March 23, 2022

Q&A from the March 23rd 2 pm to 3 pm

Question 1: Can we get a copy of the slide deck?

Response 1: We plan to post a copy of the slide deck at the www.prepareforpowerdown.com website. The slide deck will be available in the Community Based Organization Support Center section of the website in the Training Materials section. Prior to posting the slide deck, we will update the slide deck with the Q&A from the March 22 and March 23 meetings.

Question 2: Can 211 Call Center Agents help candidates complete the MBL applications and applications for other IOU related programs?

Response 2: That is correct, 211 Call Center Agents can assist eligible candidates with the MBL application. However, the application does require the customer and a medical practitioner signature to be processed.

Question 3: Where can we find the fliers and the presentation?

Response 3: At www.prepareforpowerdown.com for fliers are at Downloadable Communication. Slide Desk from meeting in Training Materials. The Contact Info slide has Deirdre, Jennifer and Christina contact information.

Question 4: If someone has oxygen needs and they are not listed on the bill or the actual customer, can they qualify?

Response 4: The person you describe can qualify if they live full-time in the same household.

Question 5: Is 211 ramped up in all 58 counties?

Response 5: SDGE has had a longstanding contract with 211. SCE and PG&E have recently launched a contract with 211 to provide both active response during a PSPS as well as preparedness activities known as Care Coordination when they are doing active response. 211 is live however they are working to staffing up and training teams to provide consistent service across the counties.

Q&A From March 23, 2022 (continued)

Question 6: How is info about the programs provided to IOU customers?

Response 6: The utilities on today's call do outreach, including in-person events and webinars. See IOU website for more information. Work to get information out about preparedness. Work with CBO's like IHSS and provide information that can be shared.

Question 7: Are the applications and fliers available in several languages?

Response 7: See the www.prepareforpowerdown.com website for more information. The specific utility MBL applications can be found in the prepare section under the Medical Baseline Program link. The joint utility MBL flyers are located in the Community Based Resource Center section under the downloadable communications link.

Question 8: Please show us the MBL slide from today's meeting that lists the languages that the MBL application is available in at this time (March 2022).

Response 8: Slide 13. MBL fliers can be found at the link to the Joint IOU Dropbox on slide 13. MBL fliers can also be found www.prepareforpowerdown.com in the Community Based Resource Center section under the downloadable communications link.



THE POWER OF BEING **PREPARED.**

Thank you!